

# Check-In Process Options

Version 7/20. Discard all previous versions

**VEText** – The phone that you send the text from must be the number that the VA SORCC has on record for you. Text messages from phones that have not been recorded as your contact number will not work with the VEText system. If you do not have the phone that the VA SORCC has on record for you, please follow the Check-In Process listed below as **“For a Veteran who does not have a phone number on record”**

The basic workflow of the remote check-in process is as follows:


1. The patient arrives for their appointment
2. The patient texts “Here” to 53079.
3. The patient will be sent an auto reply acknowledging the check-in advising the patient to wait for further instruction. **NOTE:** If you do not receive an auto reply within five minutes, please call the number for the clinic you will be visiting (listed below).
4. A message will be sent to the patient by clinic staff through use of the Patient Tracking tab which will instruct the patient to come to the clinic.
5. **VISITORS ARE RESTRICTED TO CARE GIVERS ONLY AND NO CHILDREN UNDER THE AGE OF 13**

For Lab or Pharmacy visits, go directly to Bldg. 251 (old “smoke shack”/bus stop).

## **For a Veteran who does not have a phone number on record:**

For check-in, please call the department directly at 541-826-2111, then extension as follows:

DEPARTMENT	EXT	DEPARTMENT	EXT
Audiology	3367	Respiratory Therapy/CPAP	3751
BHIP	7440	Primary Care / Pact Team	23
Dental	7455	Dermatology	7498
PRRC, PCMHI, PTSD, SUD, Neuropsych	7555	Physical Therapy/Occupational Therapy Orthotics/Power Mobility	3206
Diabetic Clinic / Nutrition	7472	Podiatry, Orthopedics, Wound Care/ Amputee/Physiatry	3292
Optometry	7509	Telehealth - General	3920/3513
Occupational Health	3314 / 3217	Telehealth - Home	3831
Radiology	3254		

Have questions about the next step in your visit to the VA SORCC, a point in the right direction, or help of any sort? Our staff at Building 251 (Old “Smoke Shack”/Bus Stop) are standing by to help you in any way they can. Bldg. 251 is marked with a  on your map.

**\* Please remember face coverings are mandatory\***

**\*Please limit travel within the facility to ensure physical distancing can be maintained\***



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